



FREQUENTLY ASKED QUESTIONS

- Q1 What has been changed from the GN9120-EHS to the GN9125 series?**
- A1 The frequency range has changed to the 1.9GHz radio band - called DECT 6.0. DECT 6.0 has the following advantages:
- Interference free frequency band:**
The 1.9GHz radio band is reserved for DECT 6.0 communications providing low interference and high quality audio.
- Coexisting with other radio frequencies:**
DECT 6.0 wireless headsets won't interfere with, or receive interference from, WiFi networks, wireless security systems, cellular phones, or any other wireless equipment.
- Digital privacy:**
Commercial-grade digital encryption and interference-avoidance frequency hopping ensure privacy and security - so no one can eavesdrop on wireless conversations.
- Q2 What is DECT?**
- A2 DECT stands for Digital Enhanced Cordless Telecommunication and is a common standard for wireless telephony, messaging and data transmission. It is a radio technology suited for voice, data and networking applications in residential, corporate and public environments, with range requirements up to a few hundred meters.
- Q3 Will the physical appearance of the GN9125 be the same as the GN9120-EHS?**
- A3 Yes, form factor, colors, look & feel are unchanged; in other words it is still the same award winning design.
- Q4 Is the functionality and daily use of the product unchanged in the GN9125 series compared to the GN9120-EHS series?**
- A4 Yes, both the set-up of the units and day-to-day use have been very well received in the market and no changes have been made.
- Q5 I have a WiFi network. Can WiFi and the GN9125 coexist in the same location?**
- A5 Yes they can, and there will not be any interference. The GN9125 series operate in different frequency bands than WiFi equipment/Wireless LANs.
In North America, the GN9125 series utilize the newly opened DECT 6.0 frequency band (1920-1930 MHz), while other countries utilize the DECT band at 1880-1900 MHz. These DECT bands are not used for WiFi equipment, Wireless LANs etc., as they typically operate in the 2.4 GHz or 5 GHz frequency bands.
- Q6 Is it possible to listen in to conversations made with GN9125 wireless headsets?**
- A6 The risk of unauthorized access to DECT voice calls is extremely limited. Just like GN Netcom's other wireless headsets, the GN9125 digitally encrypt any call, providing complete calling security and confidence.
- Q7 There is no sound in my headset (speaker)?**
- A7 Check that all units, cords and jacks are connected as shown in the user guide. Make sure that the base unit has power on. Check that the on-line indicators are lit up. Make sure the unit is fully charged. Otherwise, please contact your local distributor or reseller for further information and assistance.
- Q8 The person on the other end can't hear me at all?**
- A8 Check that the units are correctly connected. Make sure that the mute function is off and that the battery is fully charged. Alternatively, you may be out of range, and you should move closer to the base unit.
- Q9 The person on the other end can barely hear me?**
- A9 Re-adjust the microphone volume as explained in the user manual and make sure that the telephone termination switch is in the correct position. Check the position of the headset microphone and make sure that it is placed at the corner of your mouth.
- Q10 My headset/handset is buzzing/howling?**
- A10 **Buzzing:**
The base unit may be too close to your phone. Move the base unit away from your telephone. If this doesn't help, please contact your local distributor or reseller for further information and assistance.
Howling:
Either your microphone volume control is too high for your phone, or your phone's volume control is too high. Try adjusting one or both controls down to a suitable level.
- Q11 I can hear my own voice in my speaker?**
- A11 This is normal. It's called "the sidetone signal." If you think the sidetone signal is too loud, fine-tune your signal by adjusting the microphone volume to a lower setting as explained in the user manual. Turn down the volume on your telephone if it is equipped with a volume control.
- Q12 What if I want to use my handset?**
- A12 You can still use your handset when the GN9125 is connected. When the headset is removed from the base the headset is the active part and when the headset is placed in the base the handset can be used as normally.
- Q13 Can I answer and/or terminate calls when I'm away from my desk?**
- A13 If the hook-switch functionality is supported on your telephone, it is possible to answer calls remotely. Please consult the user guide.
- Q14 What is the range on the GN9125 headsets?**
- A14 The range between the headset and the base is up to 300 ft.

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